



# TOWN OF TRURO

P.O. Box 2030, Truro, MA 02666

Tel: 508-349-7004 , Extension: 10 or 24 Fax: 508-349-5505

## TOWN OF TRURO POSITION AVAILABLE Outreach & Resource Coordinator

The Town of Truro is seeking applicants for the position of Outreach & Resource Coordinator to work under the direction of the Council on Aging Director. This year-round position is currently 35 hours per week. Applications and job descriptions are available at the Truro Town Hall, 24 Town Hall Road, POB 2030, Truro, MA 02666, (508) 349-7004, ext. 10., and on the town web site: [truro-ma.gov](http://truro-ma.gov). Applications must be submitted to the Town Hall by 4:00 p.m. on Friday, June 13, 2014.

Acting Town Administrator  
Charleen Greenhalgh  
Town of Truro



**COUNCIL ON AGING  
OUTREACH AND RESOURCE COORDINATOR**

**Position Purpose:**

The purpose of this position is to perform social service and administrative work in maintaining contact with the Town's elderly to assess their needs, encourage participation in group activities and make referrals as necessary. Develops and implements programs for senior citizens. Performs all other related work as required.

**Supervision:**

*Supervision Scope:* Performs responsible duties requiring independent judgment in assessing individual situations in order to determine appropriate course of action.

*Supervision Received:* Works under the general direction of the Council on Aging Director; all unusual situations or questions are referred to supervisor. Works with little to no daily supervision.

*Supervision Given:* None.

**Job Environment:**

Work is performed in typical municipal council on aging facility.

Operates telephones, computer, printers, facsimile machine, copier, calculator, and other standard office equipment; operates automobile.

Makes frequent contact with the elderly and other town employees. Contacts are by telephone and involve an information exchange dialogue.

Has some access to department-related confidential information such as personal information about elderly clients, which requires the application of appropriate judgment, discretion and professional protocols.

Errors could result in delay and confusion, and reduced levels of department services.

**Essential Functions:**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Assists the Council on Aging to make assessments and gather findings on Truro's elders to determine: (1) if they have needs which are not being met; and (2) what these needs are, and (3)

what resources are available to meet the needs. Makes first contact with elderly clients. Informs clients of the programs and services provided by the COA. Encourages participation.

Participates in specialized program development; plans and develops a variety of program offerings to meet the needs of the elderly. Implements and coordinates events and activities.

Follows all department policies and procedures on outreach to the elder community; and from a list of elders provided by the COA, the Outreach Worker will develop a priority list of persons who will receive in-home visits and other forms of outreach.

Introduces services and programs; provides elders with appropriate written materials.

Observes the elder's condition and environment; determines if the elder wants and needs assistance. Asks the elder's permission to make inquiries to determine circumstances and needs of the elder as required.

Advises the elderly of available resources to provide the assistance needed and helps the person access the resources. Advocates for the elderly with health care and social service systems as requested.

Write up notes at the end of each outreach visit, rather than during the visit.

Reports findings to COA Director, and notify referral source that visit has been made. Provide monthly written report of Outreach activities to the COA Board, and meet with them as requested.

Maintains a current "Elders at Risk" list from outreach visits; i.e. persons of whom the COA, Police, Fire, and Rescue should be aware.

Maintains a current list of the vast array of resources from local, state, and federal agencies, including any Cape social services available to elders, and coordinates the resources that may best serve the individuals.

Develops and maintains relationships with area agencies; and works creatively with them to serve Truro elders.

Assists the Director in program planning to bring new elders into COA involvement.

Develops demographic information that will be helpful in COA planning.

Identifies any service needs and makes referrals to appropriate agencies including fuel assistance, Meals on Wheels, housing organizations, etc. Maintains contact with clients to ensure the adequacy of assistance.

Maintains and updates records of all clients, their residency, and status. Prepares monthly and annual reports.

Performs similar or related work as required, directed or as situation dictates.

**Recommended Minimum Qualifications:**

Education, Training and Experience:

Bachelor's Degree in human services or nursing; and three years of related experience in the assessment and evaluation of elderly clients; or any equivalent combination of education, training and experience.

Special Requirements:

Valid Driver's License

Must be well versed in SHINE -

Medicare and Medicaid

Certified in CPR desired

Knowledge, Ability and Skill:

*Knowledge:* Thorough knowledge of social service and governmental agencies which provide services to the elderly. Basic knowledge of departmental operations and the laws/rules/regulations governing the department. Knowledge of State's mandatory reporting requirements.

*Ability:* Ability to develop effective and constructive working relationships with senior citizens, service providers and the general public. Ability to communicate effectively in oral form. Ability to interact with the elderly in an empathetic, compassionate, and sensitive manner. Ability to seek out new resources and information on behalf of elders. Ability to work independently with minimal amount of supervision. Dependability and a good work attitude. Ability to operate standard office equipment. Ability to maintain appropriate boundaries with clients and their needs.

*Skill:* Excellent customer service and public relations skills. A high level of patience and tact. Excellent organizational skills. Skill in operating personal computers, particularly word processing and spreadsheet applications. (MS Word, Excel, MA Access Database, report generation and internet). Excellent assessment and problem-solving skills; effective verbal and written communications skills.

Physical Requirements:

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Regularly required to convey council on aging program information to senior citizens; both verbally and in writing. Ability to push/pull/lift common office objects, equipment, books, and other office materials weighing up to 25 lbs. Operates motor vehicle to attend agency meetings. Certain tasks may require traversing stairs when visiting a client.

*(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)*

**JOB POSTING - TRURO**  
**TO FILL A TOWN HALL (LIUNA) POSITION**

**PART I: (TO BE FILLED IN BY REQUESTING DEPARTMENT HEAD OR ADMINISTRATOR)**

**Position Title/Classification:** COA Outreach and Resource Coordinator

**Department:** COA (Council on Aging)

**Position Pay Scale:** Grade 9 (LIUNA)      FY14 \$19.49 (step 1) - \$24.40 (step 6)  
FY15 \$19.97 (step 1) - \$25.01 (step 6)

**Brief Statement of Duties:** Performs social service and administrative work in maintaining contact with Truro's elderly to assess their needs, encourage participation in group activities and make referrals as necessary. Develops and implements programs for senior citizens. Performs all other related work as required.

Full time (35 hours week).

**Qualifications for the Position:** Bachelor's Degree in Human Services or Nursing and three years' related experience in the assessment and evaluation of elderly clients; or any equivalent combination of education, training and experience.

Must possess good computer skills (Word, Excel, Access), an amiable personality for working with the public and professionals. Must be well-versed in SHINE, Medicare and Medicaid; Certification in CPR desired.

**Date Position Available:** Immediate

**Requested by Department Head:**

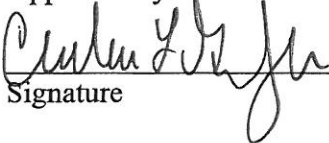
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Signature

\_\_\_\_\_  
Date

**PART II: (TO BE FILLED IN BY TOWN ADMINISTRATOR)**

The Town of Truro has determined the need to fill a vacancy covered by the Agreement between the Town and Laborer's International Union of North America (LIUNA), for the position listed above.

**Approved by Town Administrator:**

  
Signature

5/22/14  
\_\_\_\_\_  
Date

**PART III: POSTING INFORMATION**

**Date of Posting:** May 22, 2014

**Deadline for Applications from Within the Unit:** June 6, 2014

**PLEASE DIRECT QUESTIONS REGARDING THIS POSITION TO THE COA DIRECTOR.  
EMPLOYEES INTERESTED SHALL APPLY TO THE TOWN ADMINISTRATOR IN WRITING  
WITHIN 14 DAYS OF THE DATE OF POSTING**

